

Fig. 1

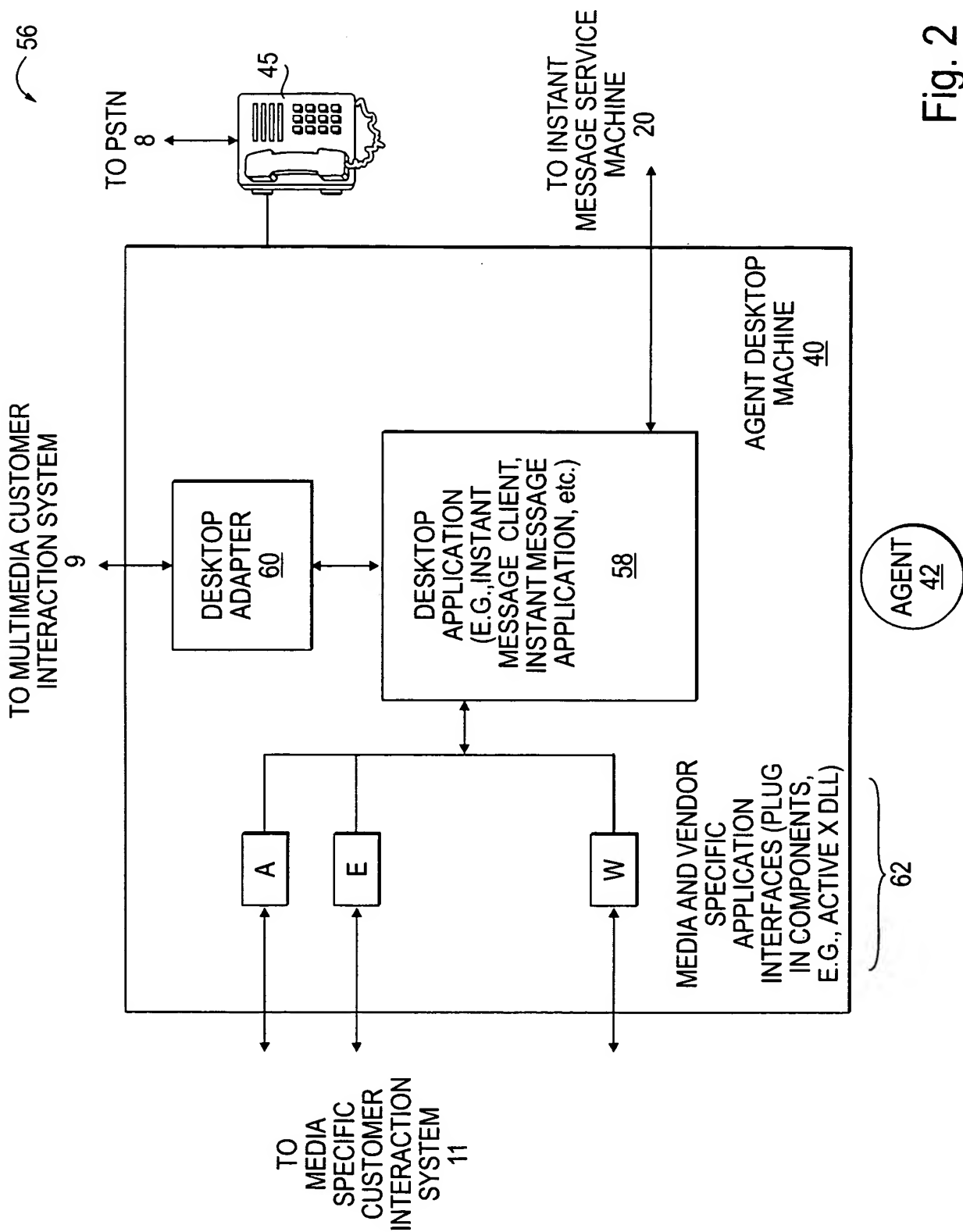


Fig. 2

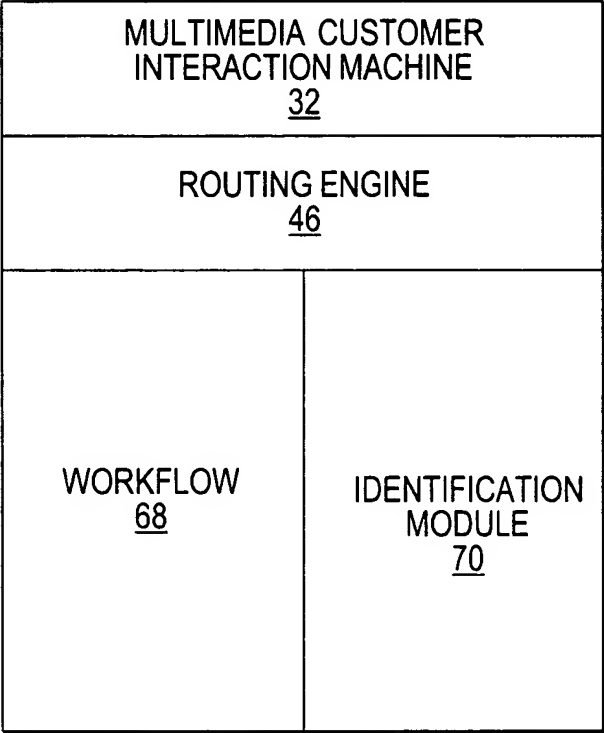
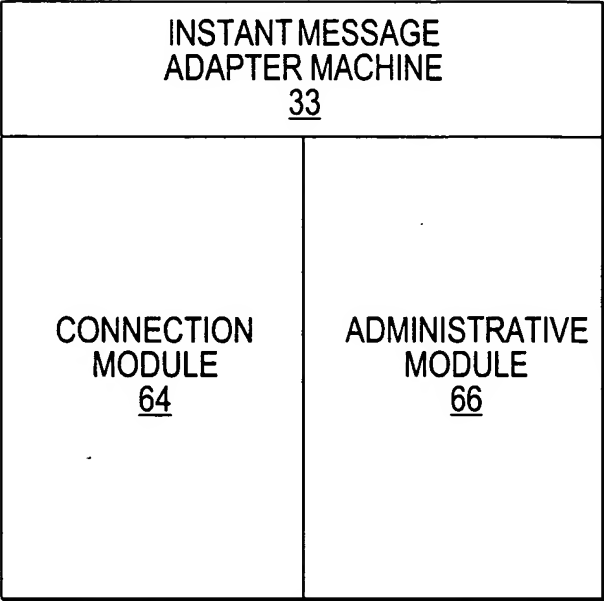


Fig. 3

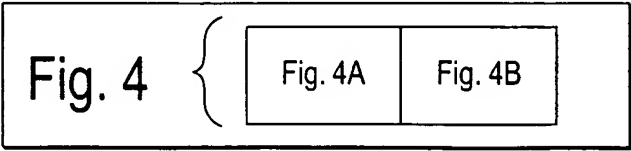
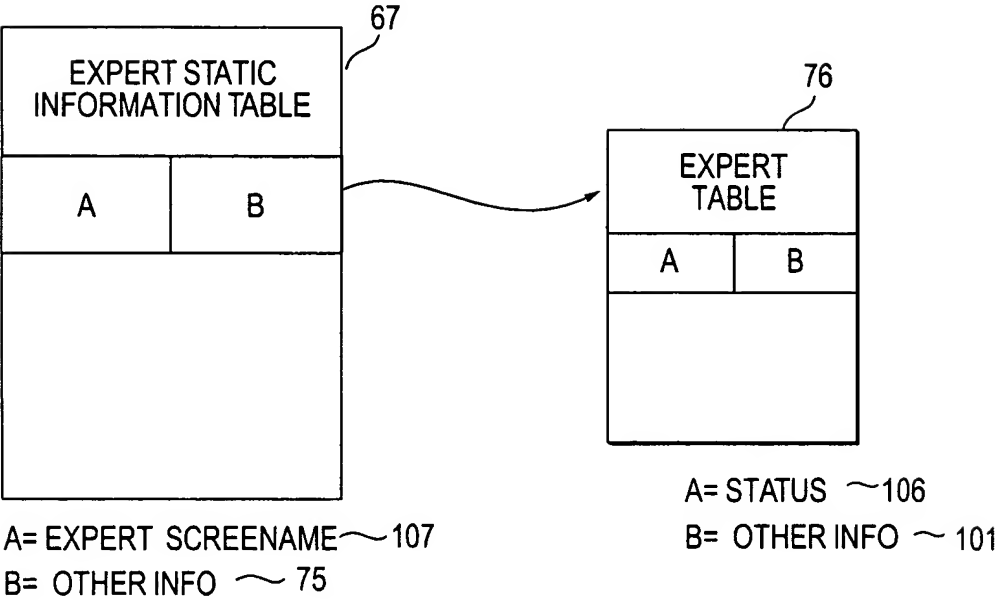
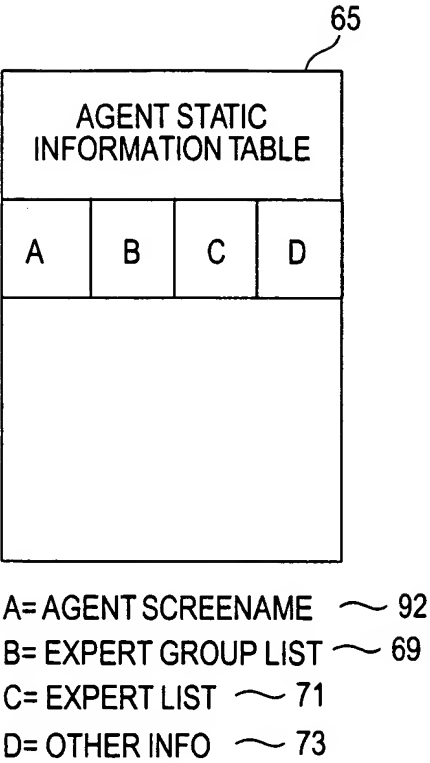


Fig. 4A

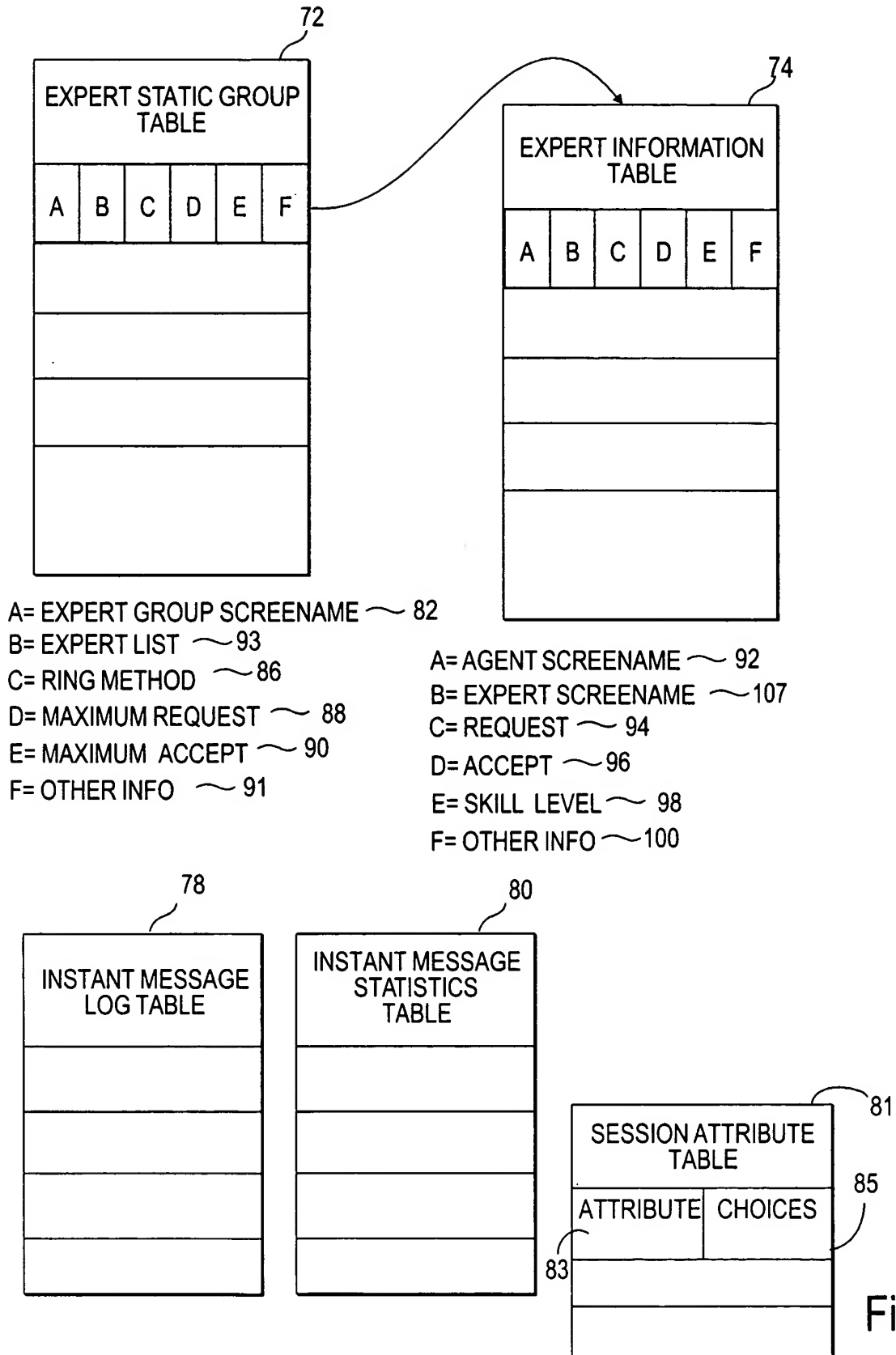


Fig. 4b

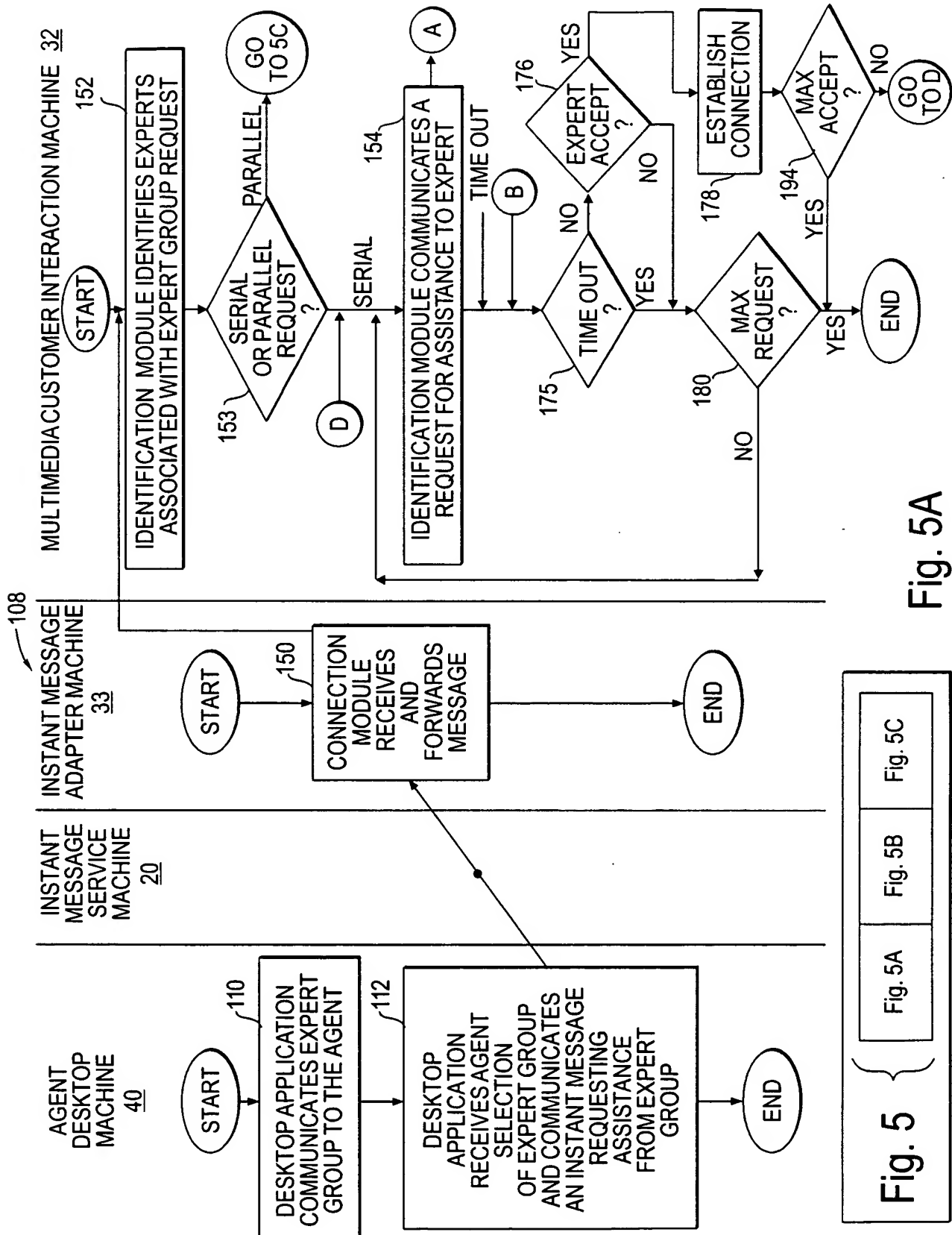


Fig. 5A

Fig. 5A { Fig. 5B Fig. 5C

Fig. 5

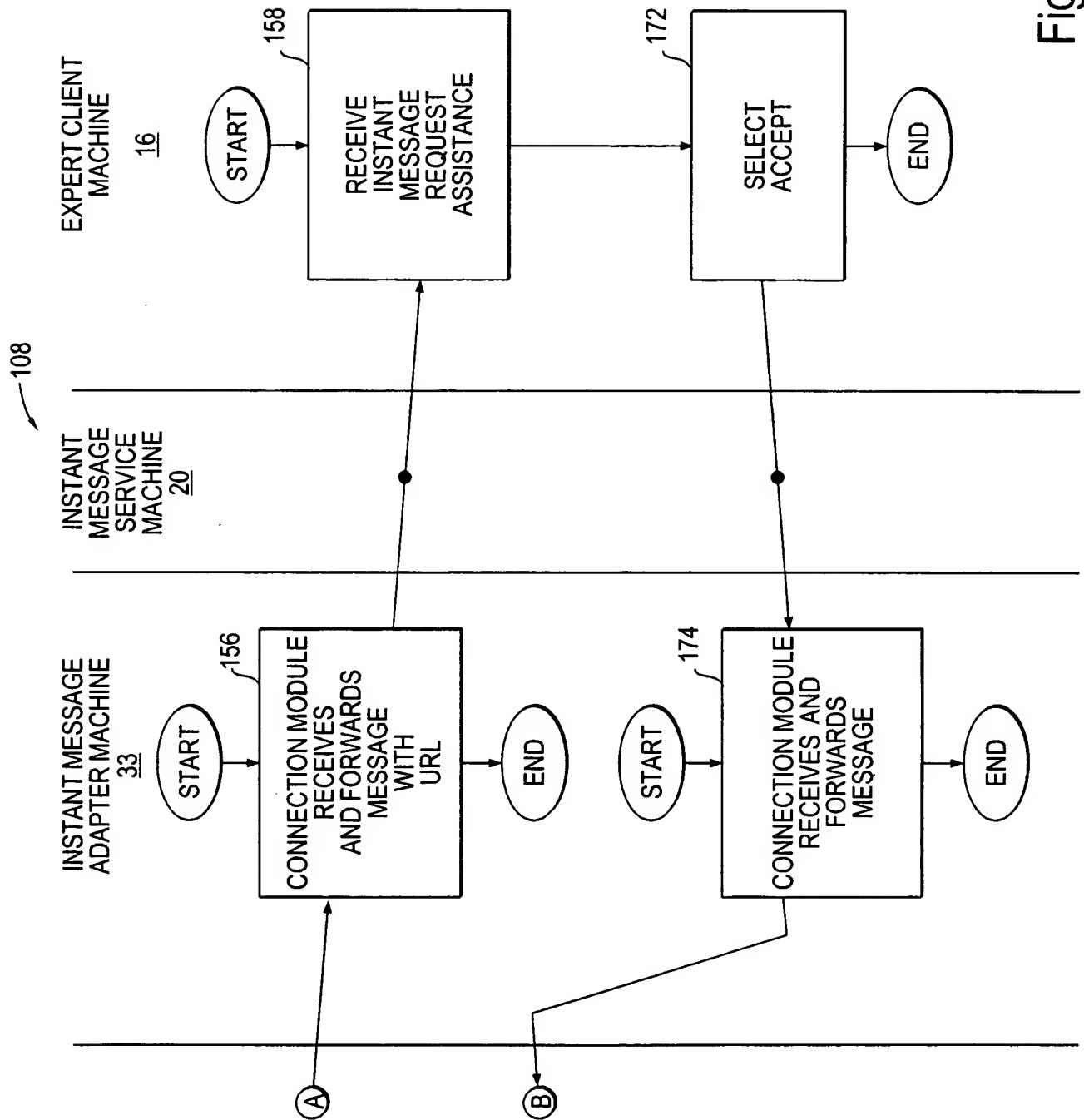


Fig. 5B

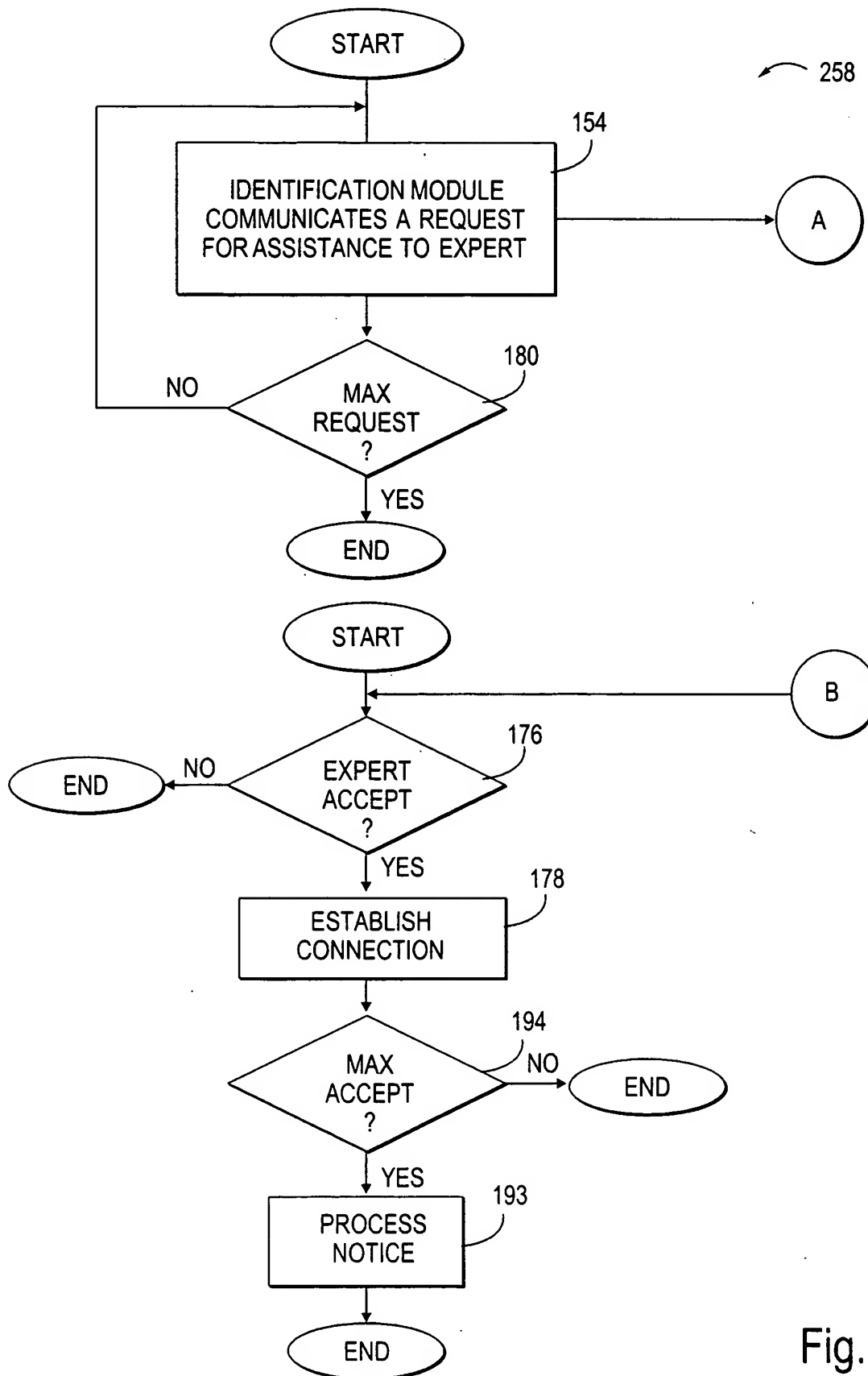
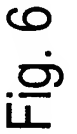


Fig. 5C



193

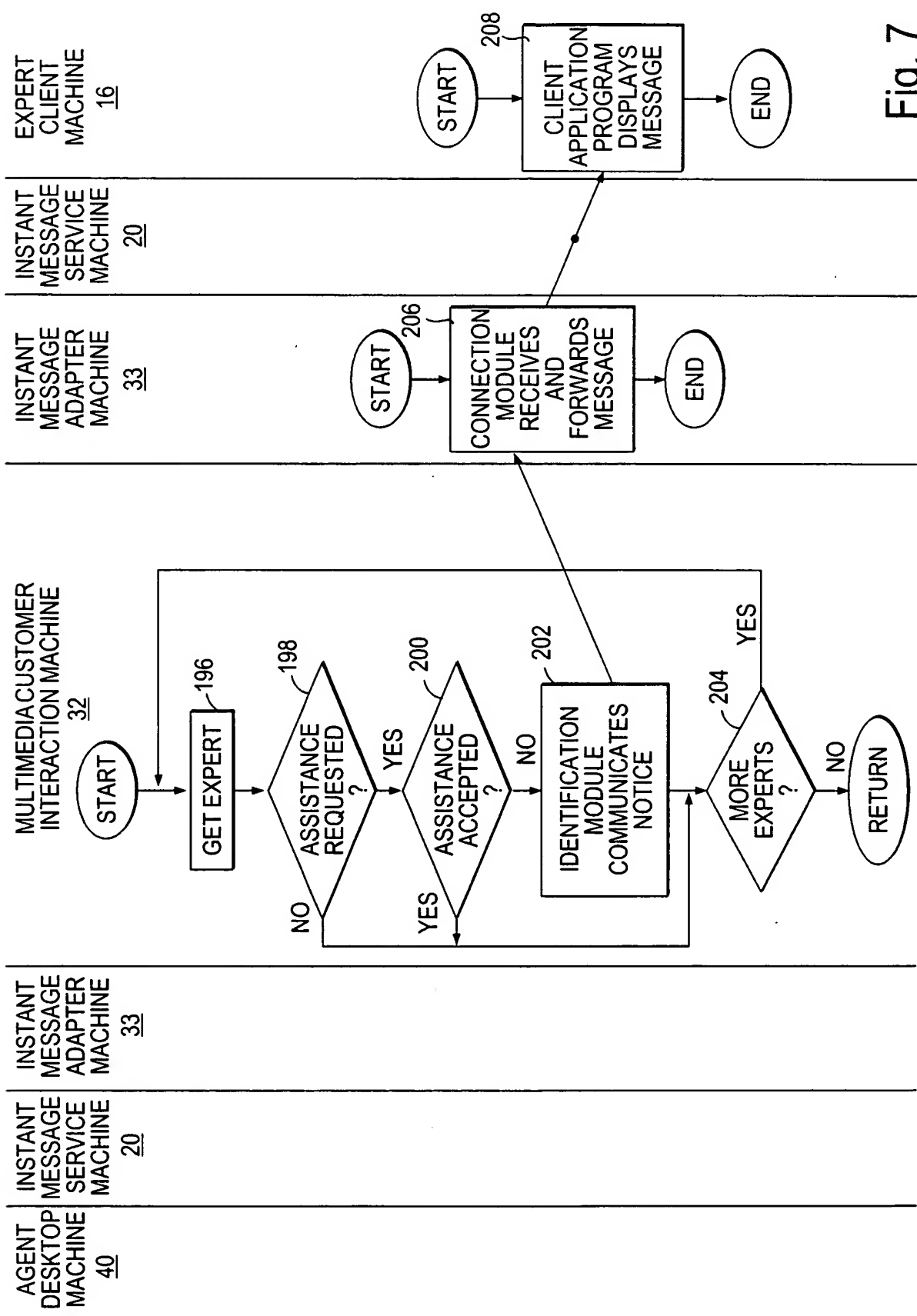
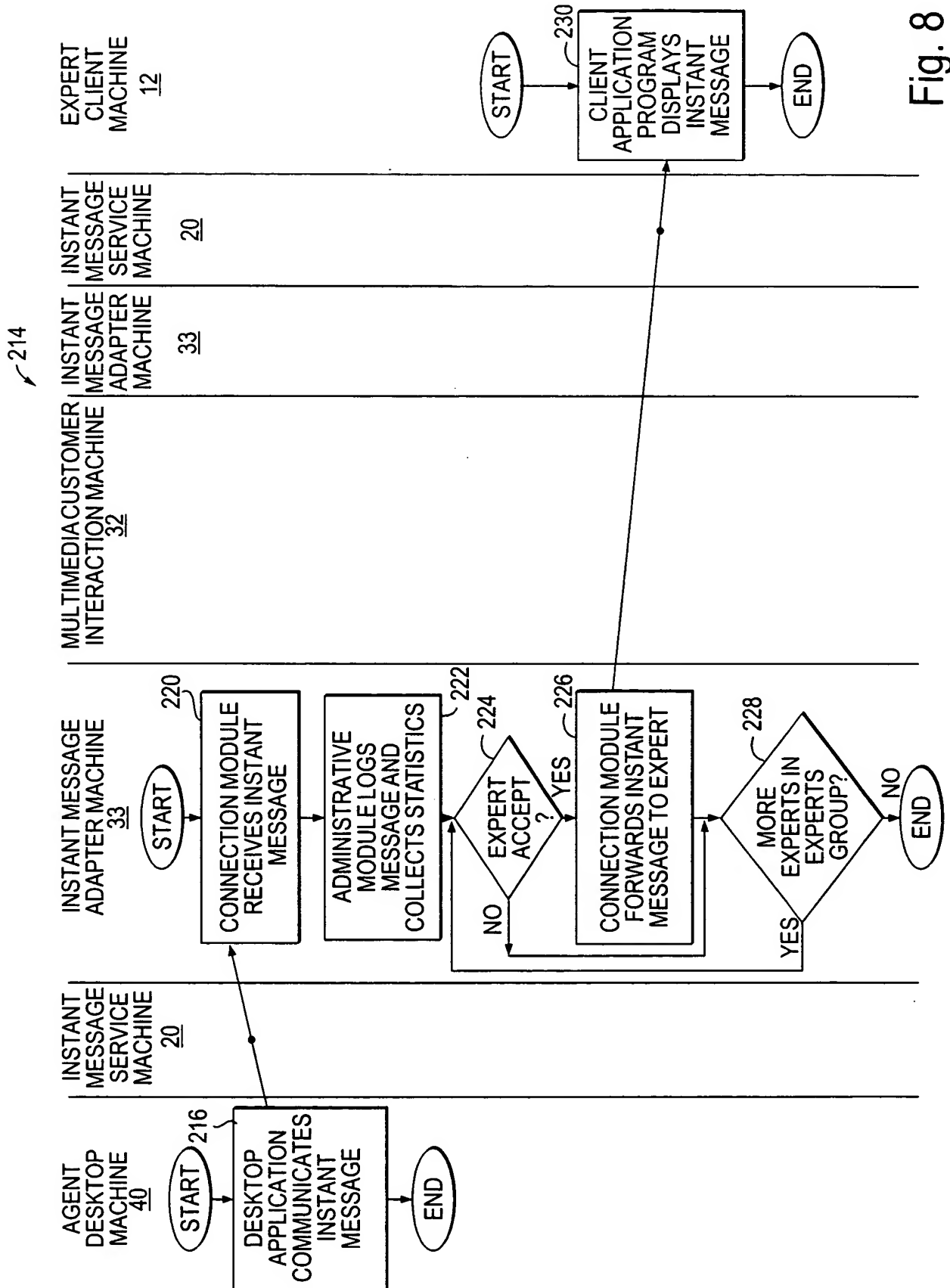


Fig. 7



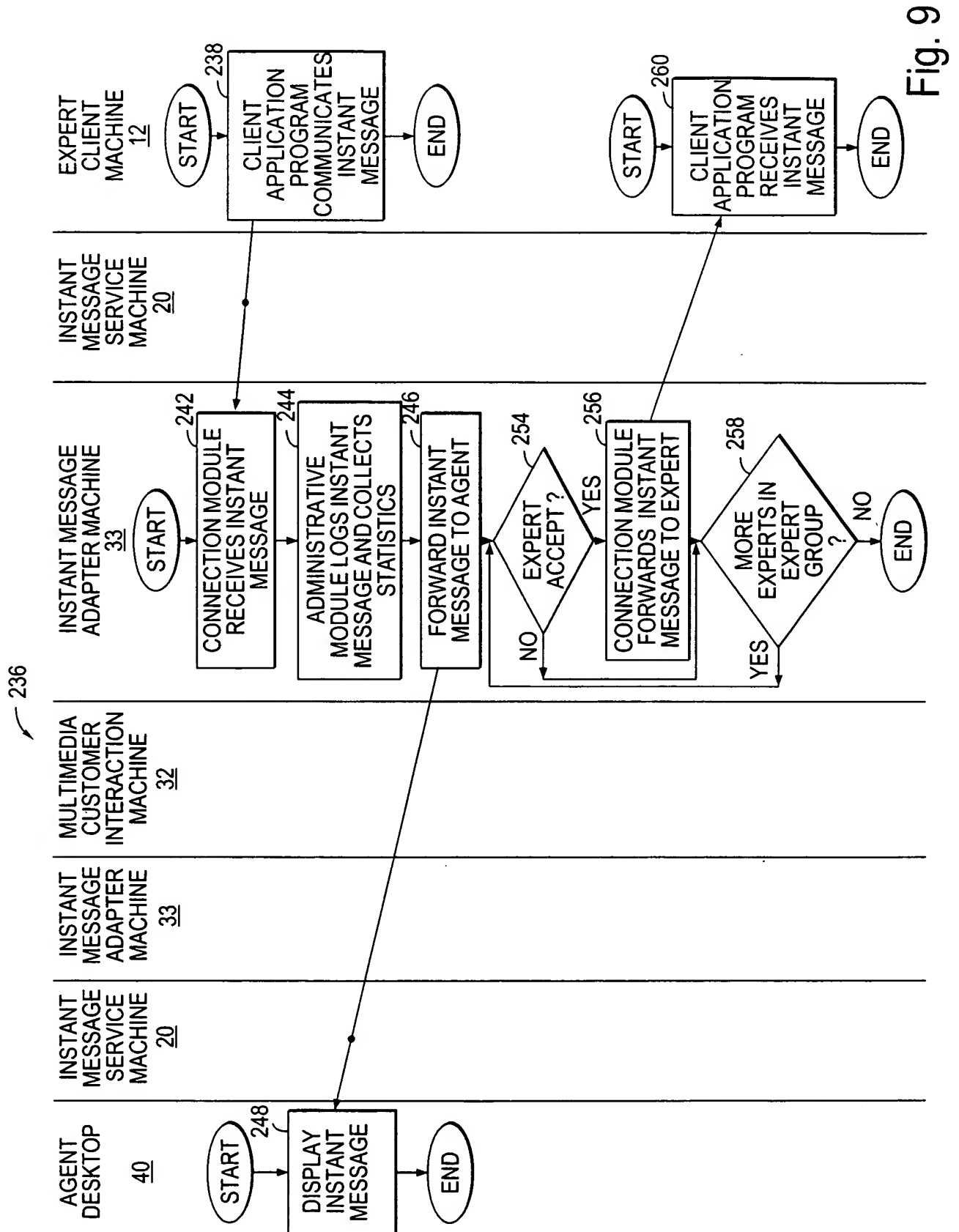


Fig. 9

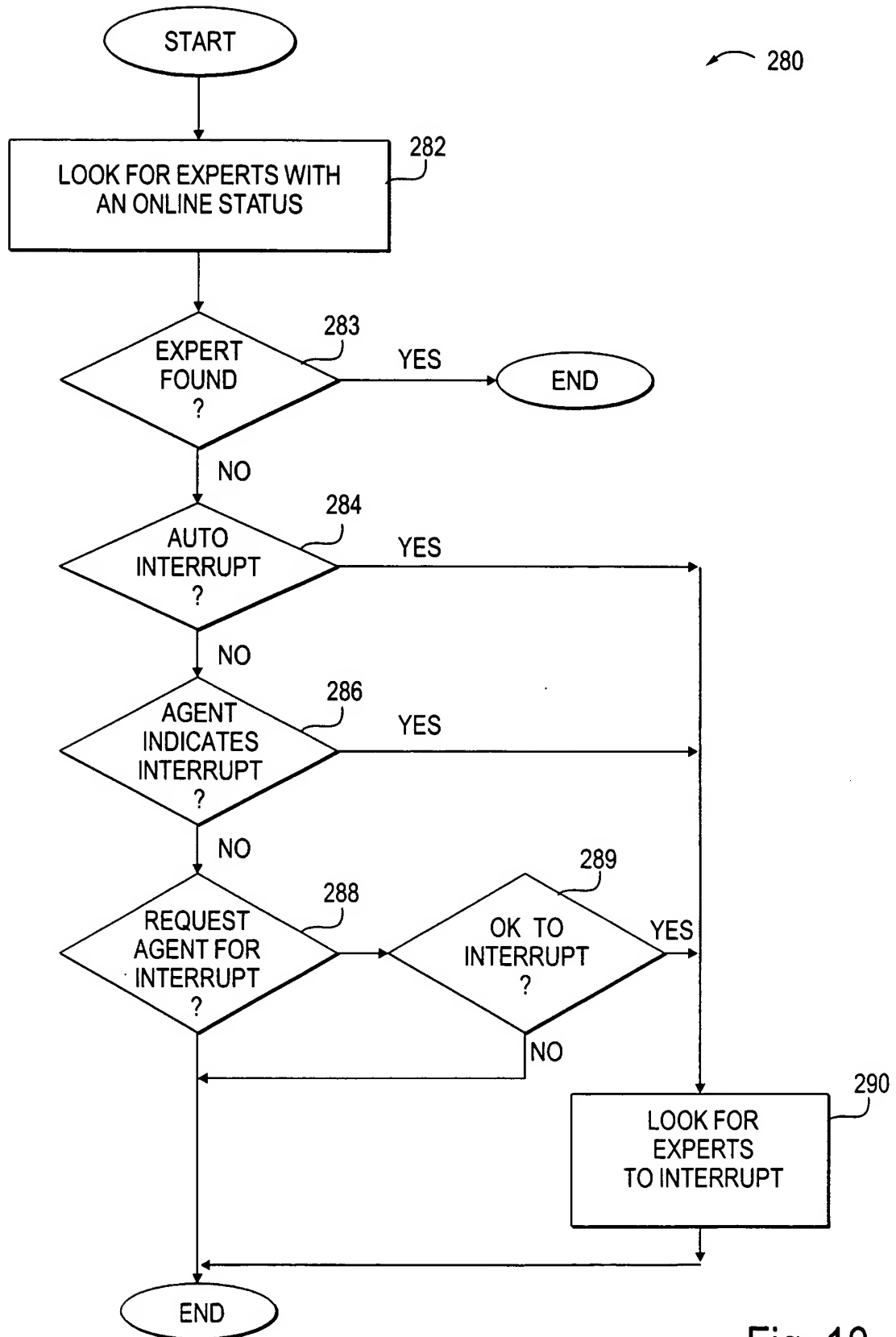


Fig. 10

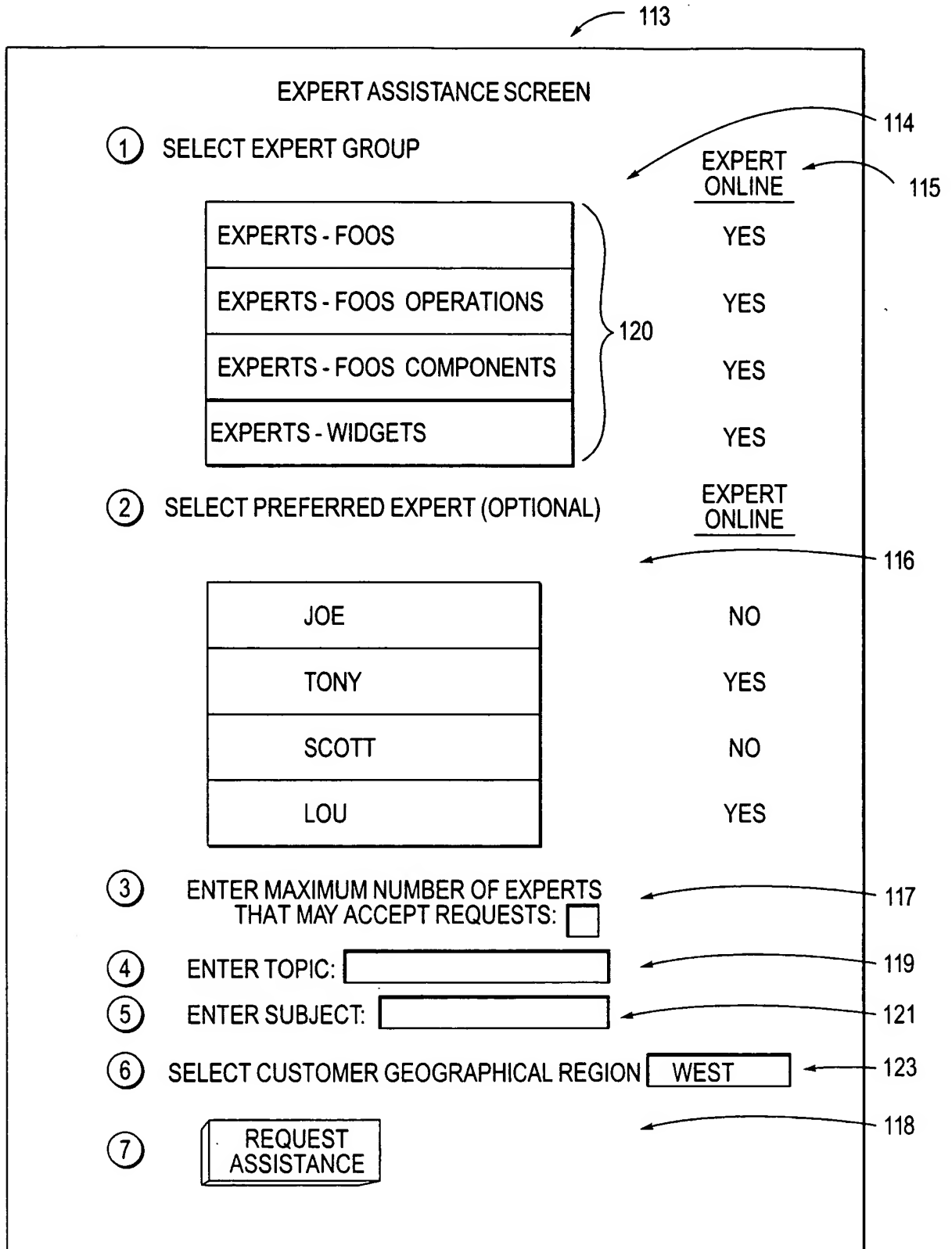


Fig. 11

122

EXPERT ASSISTANCE SCREEN

① PREFERRED AREA OF EXPERTISE

GENERAL
COMPONENTS
OPERATIONS

124

② PREFERRED PRODUCT EXPERTISE

FOO
WIDGET

126

③ PREFERRED SKILL LEVEL

HIGH
MEDIUM
LOW

128

④ PREFERRED LANGUAGE

ENGLISH
SPANISH
JAPANESE

130

Fig. 12

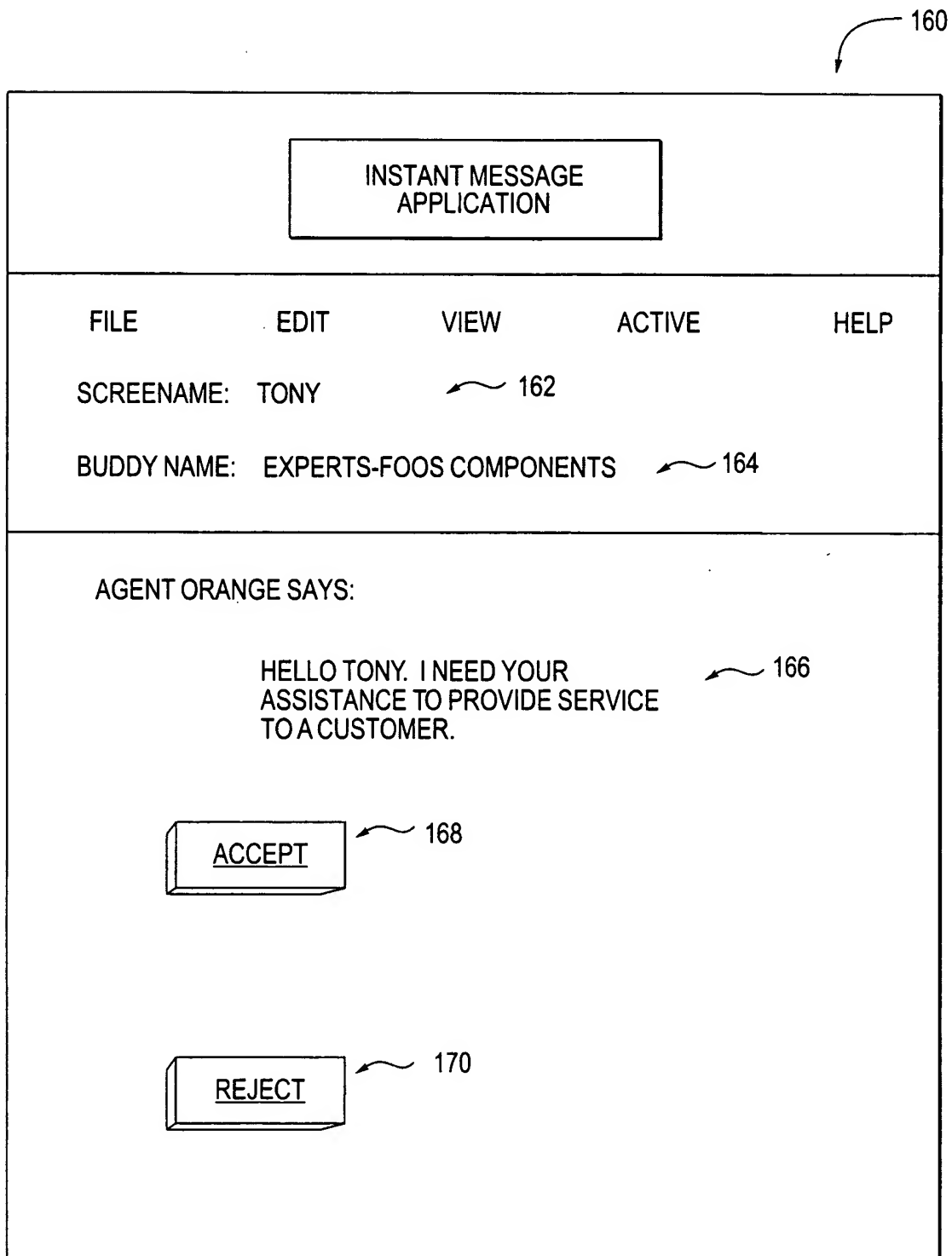


Fig. 13

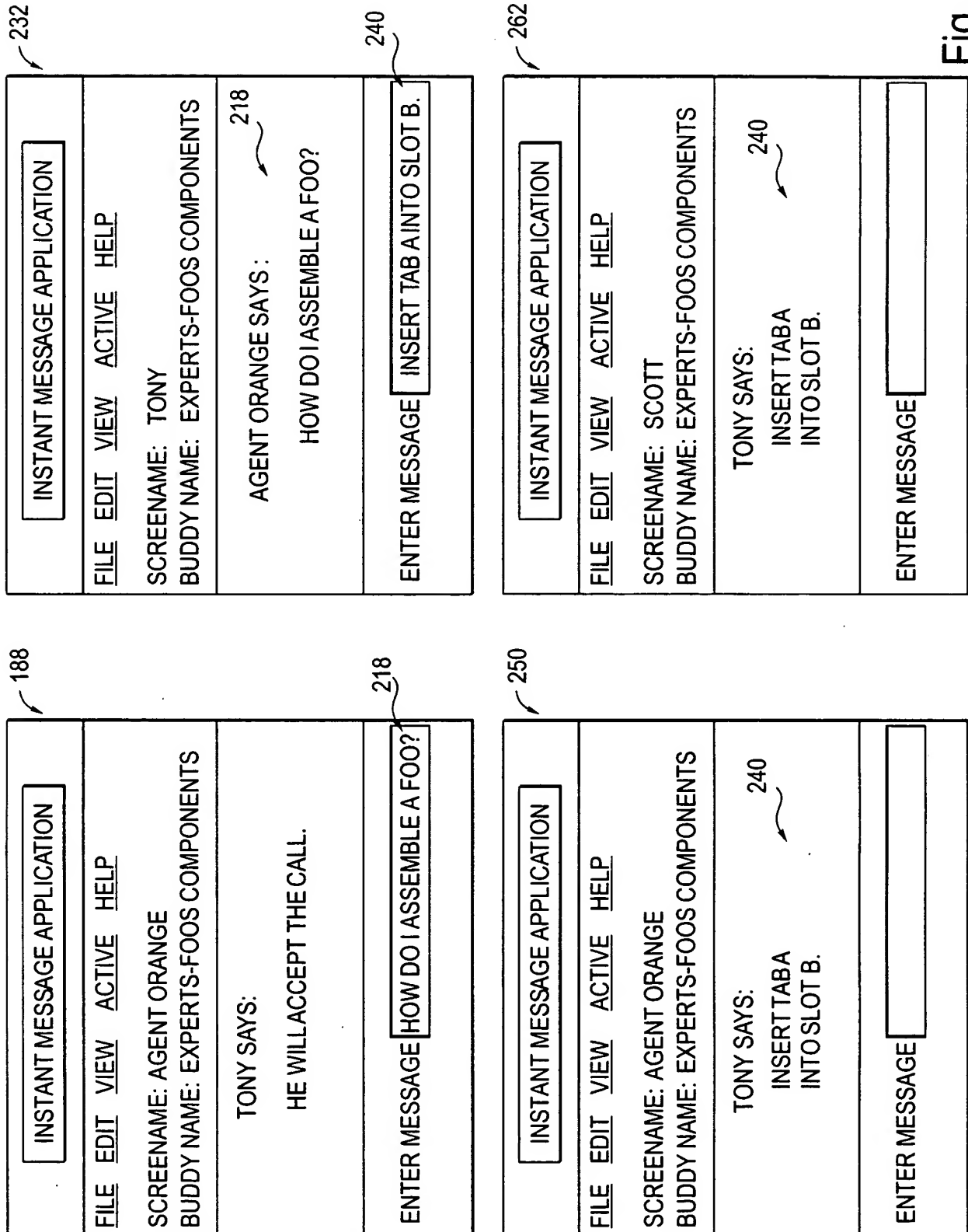


Fig. 14

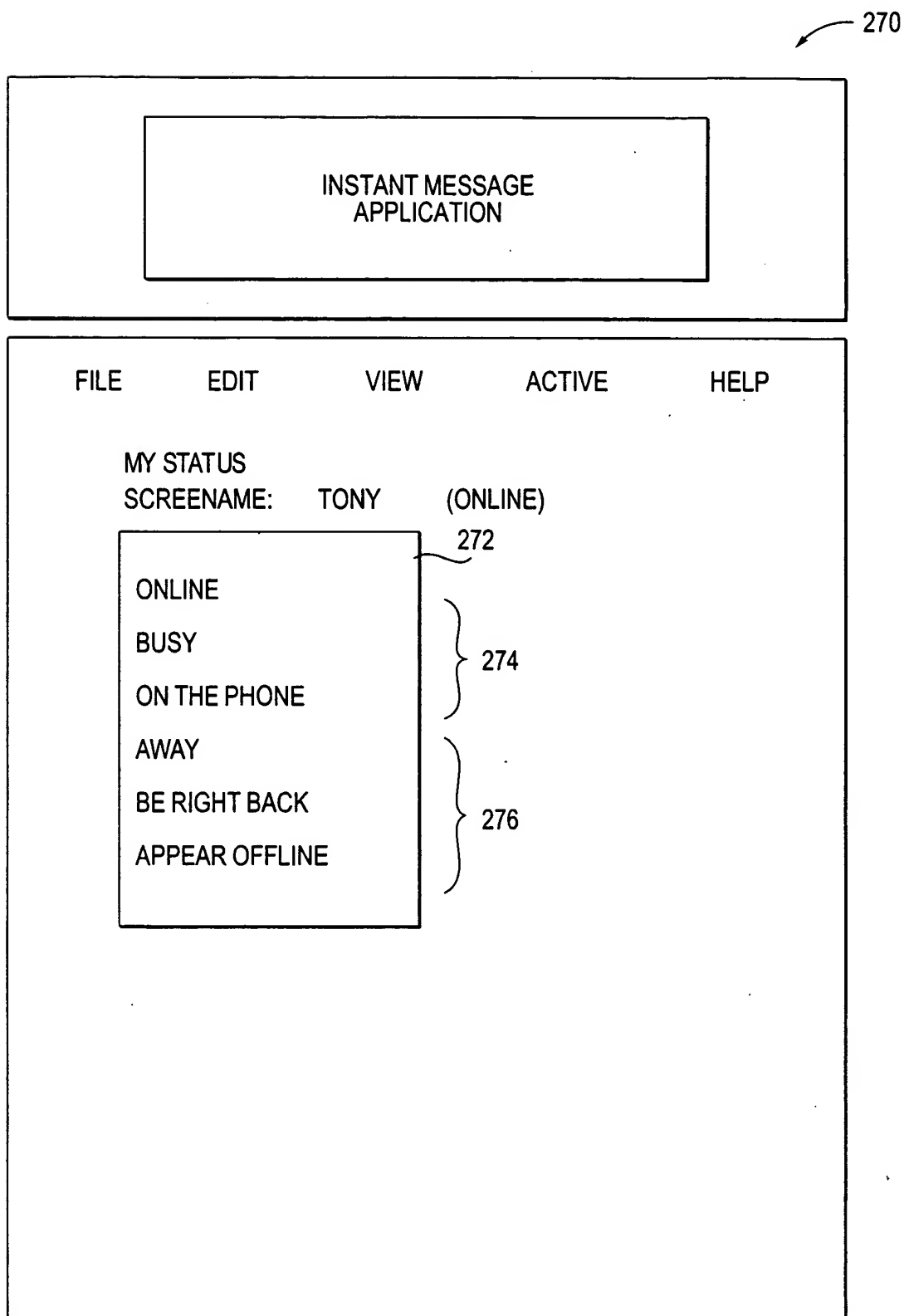


Fig. 15

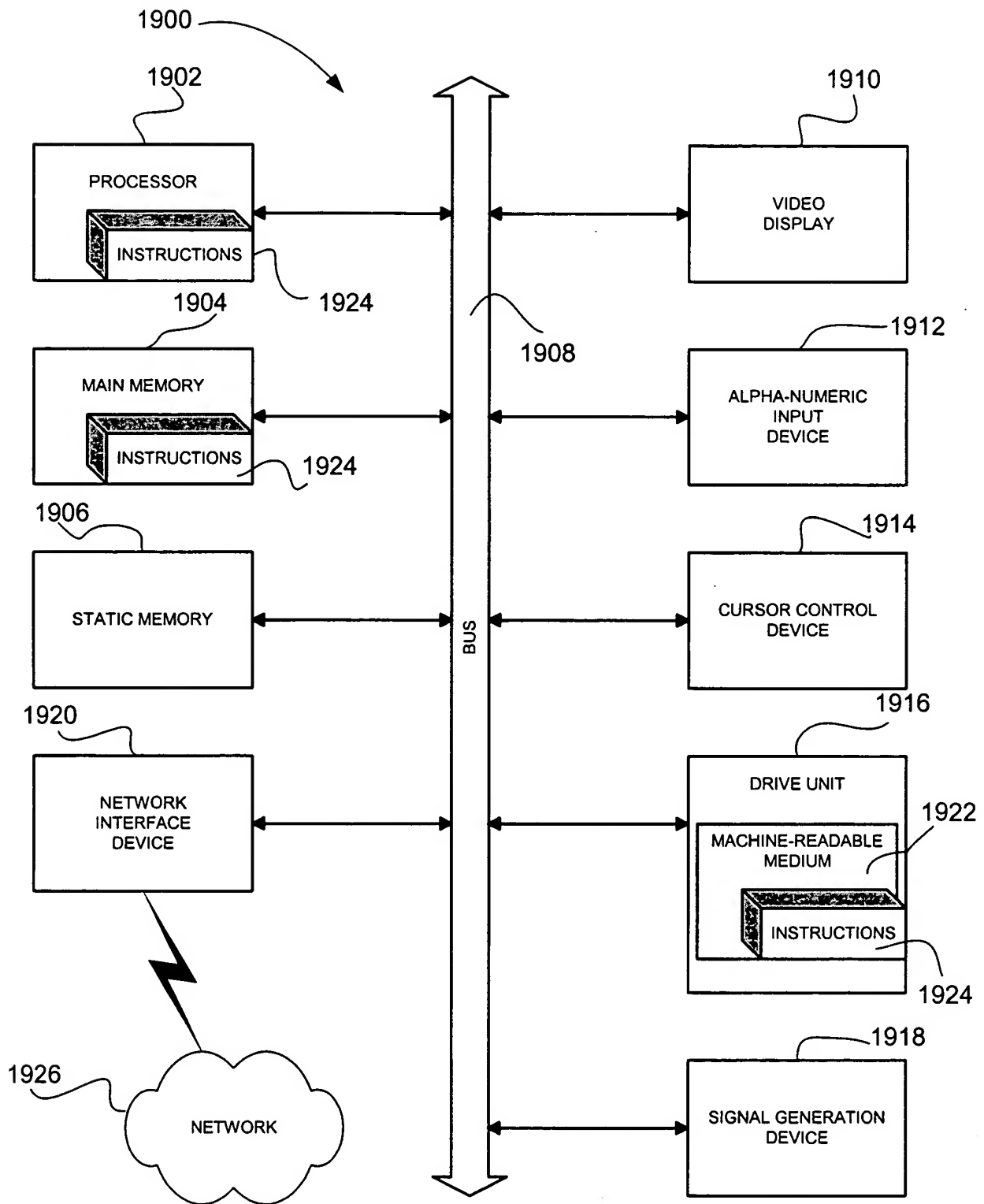


Fig.16